



Designation: PP3486 - Death Claims Administrator
Category: Corp - Direct Consulting
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Closing date: 18 Sep 2026
Location: Sandton

Purpose of the Job:

To provide effective Section 37C death claims investigation services to Fund Trustees by conducting accurate investigations, preparing timeous distribution reports, and delivering sound recommendations for the equitable distribution of death benefits in accordance with legislative and regulatory requirements.

Overview:**Education & Qualifications****Minimum Requirements**

- Grade 12 / Matric.
- Computer literacy with proficiency in Microsoft Office applications (Excel, Word, and Outlook).
- Knowledge and understanding of Section 37C of the Pension Funds Act.

Advantageous Qualifications

- Employee Benefits and Retirement Funds qualification (NQF Level 4 or 5).
- Advanced Microsoft Excel skills.
- Additional industry-related certifications in Employee Benefits or Retirement Funds.

Experience

- Experience in the Employee Benefits and Retirement Funds industry.
- Experience in death claims administration and investigations.
- Experience applying Section 37C legislation and regulatory requirements.
- Experience working with workflow management systems such as Tracker or similar systems.
- Experience engaging with clients, beneficiaries, and internal stakeholders.

Key Responsibilities

- Receive, acknowledge, and process death claim notifications within agreed service level timelines.
- Initiate death claim investigations within 24 hours of claim receipt.
- Gather and validate all required supporting documentation to ensure claims are completed within stipulated timeframes.
- Conduct comprehensive Section 37C investigations and assess beneficiary information.
- Prepare accurate distribution reports and recommendations for Fund Trustees.
- Draft resolutions within 48 hours of receiving all required information.
- Ensure all claim documentation is accurately recorded, maintained, and saved on the relevant workflow system.
- Submit completed distribution reports to management for quality review and approval before client submission.
- Maintain compliance with Pension Funds Act requirements, Section 37C provisions, company policies, and regulatory standards.
- Build and maintain effective relationships with beneficiaries, clients, consultants, trustees, and internal stakeholders to ensure excellent service delivery.

Key Competencies

- Analytical Thinking

Ability to evaluate complex information, investigate claims thoroughly, and make sound recommendations.

- Attention to Detail

Ensures accuracy and completeness of investigations, reports, and claim documentation.

- Client Service Orientation

Provides professional, responsive, and quality service to beneficiaries, trustees, and clients.

- Accountability and Ownership

Takes responsibility for meeting deadlines, maintaining compliance, and delivering quality outcomes.

- Teamwork and Collaboration

Works effectively with consultants, trustees, management, and other stakeholders to achieve departmental objectives.

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- Bursary and Leadership Development Programmes to help you grow professionally.
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- Financial Planning Support tailored for staff.

Rewarding Performance:

- Total Rewards Package: Competitive short- and long-term incentives.
- Power Of One: Monetary recognition for outstanding performance.
- Lead Incentives & Referral Bonuses for helping us grow our talent pool.

Comprehensive Benefits:

- Retirement Fund Contributions starting at 13% of CTC.
- Group Risk Cover: Funeral, Dread Disease, and Life Insurance.
- Medical & Gap Cover: 100% of CTC with Discovery/Bonitas (Mandatory unless you are a dependent).

Work-Life Balance:

- Flexible Ways of Work: Hybrid work model to suit your lifestyle.
- Connectivity Benefit: Wi-Fi allowance.
- Employee Wellness & Assistance Programmes to support your wellbeing.
- My Savings Account to help you plan for the future.

The company's approved employment equity plans and targets will be considered as part of the recruitment process. As an equal opportunities employer, we actively encourage and welcome people with disabilities.